



**\*\*IMPORTANT\*\***

July 30, 2010

«NAME»  
«ADDRESS1»  
«ADDRESS2»  
«CITY», «STATE» «ZIP»

**Re: Submission of Required Documentation to Support Impaired Functions**

Dear Provider(s):

The purpose of this letter is to inform you of a change in the submission of required documentation related medical necessity to support impaired functions. This change is being made to ensure your orthodontic authorizations are processed efficiently and timely.

**Effective September 1, 2010**

Medical necessity documentation to support any of the following impaired functions must be submitted along with all other required documentation, including intra-oral photos or models, panoramic and cephalometric films, tracings, score sheets, and narratives:

- ▶ Speech disorder – Documented by a physician or speech therapist,
- ▶ Eating disorder – Problems documented by a physician,
- ▶ Emotional mental distress to impair school participation – Documented by a teacher, a counselor, or a School psychologist

All documentation will be reviewed together and an appropriate determination made. Effective September 1, 2010, orthodontic cases will no longer be pended for 30 days in order to allow submission of medical necessity documentation to support impaired functions.

As a reminder, you can receive 24 hour service 7 days a week by using [www.dentaquest.com](http://www.dentaquest.com) to check member eligibility, history, submit claims, authorizations and many other features. Should you need other assistance or wish to use our interactive voice response system, please contact Customer Service at 888.912.3456.

Thank you for your continued participation in the *Smiles For Children* program.

Sincerely,

Cheryl P. Harris  
Virginia Project Director